



THIS IS A POSITION SPECIFIC RECRUITMENT. THE RESULTING ELIGIBLE LIST WILL BE USED TO FILL THIS POSITION/FUNCTION ONLY. PERSONS INTERESTED IN FUTURE VACANCIES IN THE COMPUTER NETWORK SPECIALIST I CLASSIFICATION WILL NEED TO REAPPLY.

Position Title: Computer Network Specialist I
Announcement #:10-4412-919

Limitations: Must be willing to work in Baltimore City

Salary Range: \$40,291 - \$64,317 (Grade 16) Effective July 1, 2010

Location: Baltimore, MD

Posted Date: June 28, 2010

Closing Date: July 12, 2010 by 4:30 pm (No postmarks)

The Maryland State Retirement Agency is recruiting for a Computer Network Specialist I. This position functions as front line end-user support. Duties include but are not limited to: password problems, desktop software problems, hardware/software and printer problems, relocating hardware, phone-related problems, and equipment loans. This position will also maintain the technical manual, software, software compliance, and other related information; maintain accurate time management, attendance, and production records; maintain control of technical manuals, laptops, and other related information on computers and networks; and resolve computer problems while maintaining accurate and up-to-date logs of problems.

There are administrative functions associated with this position on an as needed basis. These duties include, but are not limited to: procurement of hardware, software, printer supplies, and office supplies as needed; handling the vendor invoices as well as other goods and services ordered by the Information Systems Division; and monitors contract dates associated with vendor support. Processing daily/weekly/monthly payroll transmissions from approximately 200 outside organizations, and editing health deduction records will also be assigned to this position on an as needed basis. Many other roles are contained within this position including, but not limited to: asset inventory management, training coordination for MSRA office products, access control management, change control requests, loaner pool management, and desktop product installation and upgrade.

Excellent working conditions in downtown Baltimore with convenient access to the Metro and buses.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree in computer information technology, management information systems, or other information technology related field, to include course work in local or wide area computer network, from an accredited college or university.

Experience: Six months of experience planning, integrating and maintaining software and hardware for local or wide area computer networks.

Notes:

1. Candidates may substitute completion of high school or high school equivalency certificate and eighteen months of experience converting data from project specifications by preparing program code using generally accepted computer programming languages or other developmental tools; planning, installing and maintaining data communications network lines and devices; or evaluating, implementing and maintaining computer hardware and software for the required education.
2. Candidates may substitute completion of high school or high school equivalency certificate and fifteen credit hours from an accredited college or university in systems analysis and applications programming using generally accepted computer programming languages or other developmental tools for the required education.
3. Candidates may substitute completion of high school or high school equivalency certificate and completion of a certification program in Network Administration, such as Certified Novell Administrator (CNA), Microsoft Certified Product Specialist NT 4.0 Administrator or equivalent certification program for the required education.
4. Candidates may substitute experience in one of the following areas on a year-for-year basis for a high school education: operating computer systems, scheduling, controlling input and output or maintaining backups or data storage, processing data on computer systems, evaluating, implementing and maintaining computer hardware and software or converting data from project specifications by developing programs using generally accepted computer programming languages or other developmental tools.

Selective Qualifications

Six months of experience performing the following:

- Experience setting up and repairing desktops
- Experience configuring Windows XP and Microsoft Office

- Experience setting up user accounts in Active Directory and
- Experience answering help desk calls and assisting users with problems

Preferred Qualifications:

Experience setting up or administering Windows Server 2003 or 2008, Exchange 2007, Symantec Antivirus, Symantec Backupexec, SharePoint, Experience setting up network equipment.

Due to the confidential nature of the work, selected candidates must undergo and pass a background check.

Application Process: Submit a Maryland State Application (MS-100) to the **Maryland State Retirement Agency, Office of Human Resources, Announcement #10-4412-919, 120 E. Baltimore Street, Baltimore, MD 21202. Resumes will not be accepted or considered a part of the application.** You may obtain the MS-100 by visiting www.dbm.maryland.gov. Reasonable accommodations will be provided to qualified individuals with disabilities upon request. Your request must be submitted in writing with your application. TTY users, call via the Maryland Relay Service. For education obtained outside the U.S., you will be required to provide proof of the equivalent American education as determined by a foreign credential evaluation service. This evaluation must be submitted with your application. **All information concerning your qualifications must be submitted by the closing date. We will not consider information submitted after the closing date.** Successful candidates will be ranked as Best Qualified, Better Qualified, or Qualified and placed on the employment (eligible) list for at least one year. EOE